



97RSS444/70817

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Werve et al.

Art Unit: 2731

Serial No.: 09/032,551

Filed: February 26, 1998

For: INTERNET WEB SITE WITH
AUDIO INTERCONNECT AND
AUTOMATIC CALL DISTRIBUTOR

Examiner: Nguyen, S.

Attorney
Docket No.: 97RSS444/70817

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

3/1/00 - Lerrand J. Lee
Date

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PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of October 7,
please amend the above-identified application as follows:

In the Claims:

Amend claim 1 to read as follows:

- Sub 1. A method of establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such method comprising the steps of:
- providing the web site with a plurality of audio access icons and a plurality of agent groups;
 - associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;
 - determining an overall type of question associated with each audio-access icon;
 - detecting an activation of an audio access icon of the plurality of icons;

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